

**MANCHESTER POLICE DEPARTMENT**  
Manchester, New Hampshire



*Annual Report*

*July 1, 2002 - June 30, 2003*

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## *Manchester PD at a Glance*

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Organized.....	1846
Sworn Officers.....	202
Civilian Personnel.....	78
Budget.....	\$18.2 million
Median Age.....	37
Mean Years of Service.....	10
Facilities.....	5
Marked Patrol Vehicles.....	36
Unmarked Vehicles.....	18
Specialty Vehicles.....	6
Mountain Bikes.....	18
Motorcycles.....	3
Horses.....	2
Canines.....	9
Total Calls for Service.....	77,210
Motor Vehicle Stops.....	22,288

### **Rank Structure**

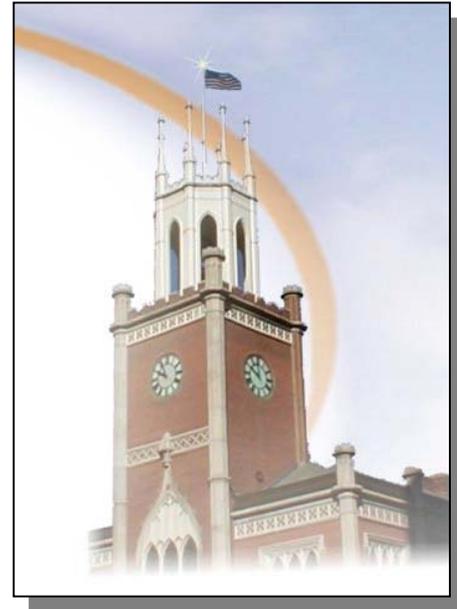
*Chief of Police*  
*Deputy Chief*  
*Captain/Captain Detective*  
*Lieutenant/Lieutenant Detective*  
*Sergeant/Sergeant Detective*  
*Police Officer/Detective*



## *City of Manchester at a Glance*

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Founded.....	1810
Government.....	Mayor and 14 Aldermen
City Budget.....	\$218.8 million
Area.....	33.9 sq. miles
Population.....	107,006
Under 18 Population.....	23,358
Police Officer/Population Ratio.....	1 per 540
Population Density.....	3275 per sq. mile
Registered Voters.....	45,410
Unemployment Rate.....	3.4%
Property Tax Rate per Thousand.....	\$25.68
Public School System Population.....	17,189
Public Schools.....	20
Non Public Schools.....	11
Colleges and Universities.....	4
Hospitals.....	2
Congressional Representatives.....	Senator Judd Gregg Senator John Sununu Rep. Jeb Bradley Rep. Charles Bass





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*Produced by: Rachael J. Page*  
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# *The Vision Statement of the Manchester Police Department*

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- ◆ The Manchester Police Department will be the finest municipal police organization in the nation, delivering the highest level of public safety to our community.
- ◆ We will demonstrate the highest ethical and moral standards, honoring both our oath and professional responsibilities.
- ◆ The highest degree of professionalism and pride will be the standards, which all department members strive for in the daily dispatch of their duties.
- ◆ We will support the mission of the Manchester Police Department and share the values of the organization, while building trust with each other and the community.
- ◆ Communication, suggestions and acceptance for new ideas will be encouraged, while issues and concerns will be addressed in a timely fashion.
- ◆ Hard work, initiative, creativity, leadership, courage, enthusiasm, and the commitment to exceed expectations will be acknowledged and rewarded.
- ◆ Hiring, assignment, and promotion will be based upon the principals of fairness and merit allowing every individual, at any point in his or her career, to work toward and achieve their maximum potential.
- ◆ All employees and members of the community regardless of race, religion, sex or political belief will be treated equally and with respect.
- ◆ We will maintain honest and open relationships at all organizational levels, with employees and the community. We will learn from but not linger on the past.
- ◆ We will continually critique ourselves, focusing on performance, growth, values, and training.

*I never dreamed it would be me  
My name for all eternity  
Recorded here at this hallowed place  
Alas, my name, no more my face*

*"In the line of duty" I hear them say  
My family now the price will pay  
My folded flag stained with their tears  
We only had those few short years*

*The badge no longer on my chest  
I sleep now in eternal rest  
My sword I pass to those behind  
And pray they keep this thought in mind*

*I never dreamed it would be me  
And with heavy heart and bended knee  
I ask for all here from the past  
Dear God, let my name be the last*

*These officers were killed in  
the line of duty while serving  
the citizens of Manchester...*

***Sergeant Henry Mcallister  
May 21, 1895***

***Inspector William M. Moher  
July 3, 1921***

***Officer Ralph W. Miller  
October 2, 1976***

## *Message from the Police Commission*

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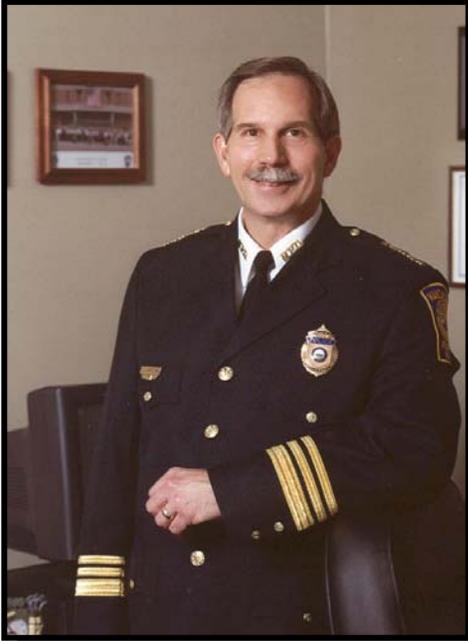
*John Tenn, Michael O'Shaughnessey, Chairman Fern Gelinas, Ralph Garst, James McDonald, Chief John Jaskolka and Monsignor Colin MacDonald.*

Under the City Charter, the Police Commission provides citizen input to the Chief of Police and the Board of Mayor and Aldermen in the form of consulting, advising, and policy recommendations. Members of this Commission meet monthly and serve on several Police Department committees. We assist the Chief in maintaining the safety and security of the community.

The personnel of the Manchester Police Department, both sworn and civilian, are proud to be a part of one of the finest police departments in the United States. This is affirmed by our affiliation with the Commission on Accreditation for Law Enforcement Agencies, Inc., which we became a part of in March 1990, and re-accredited in 1995 and 2000. We are pleased to announce our third successful re-accreditation in 2002. Each and every one of our members plays an integral part in the success of our department. Our most important goal is to ensure the safety and well being of the citizens of Manchester.

We truly appreciate the fact that the Board of Mayor and Aldermen support our department, but without the help and cooperation of the residents and businesses of the City, it would be impossible to maintain the high quality of service provided by the Manchester Police Department.

The Manchester Police Commission is proud to be a part of the 2003 Annual Report as evidence of the performance of the dedicated personnel of the Manchester Police Department.



***“The past year has been both an exciting and challenging one for the Manchester Police Department.”***

*Chief John A. Jaskolka*

The past year has been both an exciting and challenging one for the Manchester Police Department. This year will best be remembered as a year of unprecedented change. In December of 2002 the Department experienced the largest number of promotions in its history. Three new Deputy Chiefs were promoted which created a total of 13 promotions within the ranks and 26 internal transfers within the department. A very short four months later, Chief Mark Driscoll announced his retirement and I, in turn, was appointed Chief of Police causing another 9 promotions and 18 internal transfers. In a matter of 4 short months the entire Administration of the Department changed along with multiple other changes within the Divisions of the Department. In the very near future the final transfers will be made to round out the department.

Were it not for the dedication of our employees, both sworn and civilian, these changes could not have occurred. The entire Department bonded together and continued its mission of public safety to the citizens of Manchester without skipping a beat. At the same time, everyone also came out in full support of the new Administration

During the past year, five of our officers have been called to active duty in the military to fight the war on terrorism. Our officers here at home have received and continue to receive, specialized training regarding terrorism. We all realize America will never be the same, but as a Department we are committed to providing the highest level of public safety to our citizens.

Once again this year the Department will face the “First in the Nation Primary” which, by prediction, will bring Presidential candidates into the City and State in unprecedented numbers. The last primary brought us over 40 VIP visits. We do not expect this year to be any different. Meetings have already started with the United States Secret Service regarding these visits.

I would be remiss if I did not thank the citizens of Manchester for their confidence and continued support of the Manchester Police Department. Our department can only be as good as the support we get from our citizens. This bond is what makes the Manchester Police Department such an outstanding department and the City of Manchester a remarkable community to live in.



***“Each division deserves recognition for the tireless efforts they put forth each and every day.”***

*Deputy Gary Simmons*

The Manchester Police Department has gone through a variety of changes this past year. Several of these changes have occurred in the past few months as a result of retirements and promotions. A vast amount of history and institutional knowledge has departed our building as a result of these and other recent retirements, but our mission remains the same and business continues to come through our doors without hesitation. As these changes occurred, I have been given the opportunity to oversee the administrative aspects of the department.

I have appreciated this opportunity, as I firmly believe the functions of the department come together with the work base of the administrative divisions and the support these divisions provide the department. Each and every move made by members of the department eventually finds its way to an administrative division.

With the vast amount of changes, the department has recruited many new officers and civilian personnel. With the large number of background investigations, additional training needs and the attention to detail in that regard, I commend the Training Division for the continued efforts. I also extend thanks to the Investigative Division for their help investigating the backgrounds of the numerous police applicants that have come through this year.

Each division deserves recognition for the tireless efforts they put forth each and every day. Information Support for their technology upgrades and care of the system, Records for their never-ending function of organizing our work product. Crime Prevention for their continued efforts in the schools and attention to numerous requests of the public that pour in daily. Business Services, who maintain our budget, extra details and all the tasks associated with new recruits, retirements and FMLA. Fleet and Building Maintenance for keeping our vehicles and building functional on a limited budget, Legal Division for the additional tasks associated with their assignments and the successful operation of our Plea negotiation programs. Communications for continued diligence, professionalism and ability to keep the officer on the street informed and the public their number one priority.

Additional recognition goes to the Ordinance Violations Bureau who has operated without on-site supervision for the past several months. Janice St. Germain and Karen Bergeron have continued to keep the bureau up and running despite that void.

Lastly the department has gone through National Re-accreditation and I would commend Lt. Glennon and Rachael Page for their efforts during the process and re-assessment.

I would also like to thank members of the Patrol Division for their professionalism and performance while I was assigned to their division, as well as the Detective Division for the efforts they put forth daily during my assignment in their unit as well.



***“...we continue to be impressed with the extraordinary level of professionalism, commitment and dedication to duty each member of the Division brings to the City.”***

*Deputy Glenn Leidemer*

As reflected in the Department’s organizational chart, the Patrol Division is made up of 3 shifts, plus a number of individual Units each having specific responsibilities. In total, the 145-plus person division is comprised of 3 Captains, 4 Lieutenants, 13 Sergeants, 120 Police Officers and 8 civilians. Approximately 100 Officers are divided amongst the shifts and the Units vary in size from the Traffic Unit with a compliment of 15 to the 2 person Animal Control Unit.

In addition, the Department’s Civil Disturbance Resolution Team, Special Reaction Team, K-9 Officers Equestrian Officers also fall under the umbrella of the Patrol Division.

During the course of the past year, there were a historic number of promotions resulting in a significant turnover of Patrol Supervisors and an even greater number of new hires. As one would expect, these changes presented the Division with a myriad of challenges but with such challenges come opportunities. I am pleased to announce that the Division’s unyielding efforts to meet those challenges resulted in a smooth transition. For that I extend my gratitude to Supervisors and rank and file alike. I would especially like to recognize the respective Shift and Unit Commanders. Their tutelage to personnel at every level was invaluable in leading to our success.

As each Unit generates its own Unit message, I will avoid “stealing their thunder” by listing their accomplishments. However, as a representative of the Administration, I would be remiss if I did not mention that we continue to be impressed with the extraordinary level of professionalism, commitment and dedication to duty each member of the Division brings to the City.

I would also like to use the annual report as an opportunity to extend my sincere thanks of the Patrol Division to the citizens of Manchester for their continued assistance in furthering our goal of making our community a safer and better place in which to live and work. In Manchester, the community policing philosophy is alive and well!

In closing, with our Nation having been at war during the reporting year, I am proud to say that five of our City’s finest were called to serve their Country. None of the five have yet to return to the MPD, but each one remain in our thoughts and prayers.



***“We have also placed a strong emphasis on training to ensure that our Detectives increase their knowledge and skill levels.”***

*Deputy Richard O’Leary*

The criminal investigation function of the Manchester police department is the responsibility of the Investigative Division. There are 40 investigators assigned to the investigative division which consists of the following units; Detectives, Juvenile, Domestic violence and Special investigations. The primary focus of members assigned to the division are to conduct investigations in to criminal conduct contrary to the New Hampshire criminal code and other special investigations as authorized by the Chief of Police.

The existence of the investigative division within the structure of the police department is significant. It places the responsibility for long-term investigations of criminal offenses into the hands of personnel who have been specifically trained to conduct them and have the innate ability to develop and exploit sources of information.

The year 2002 was active and challenging for our investigators. The following highlights a few of the more serious cases handled by our investigators: In January Arthur Ferretti III was arrested for stabbing Danny Boudreau which caused serious bodily injury. Subsequent to his arrest Ferretti was convicted on the First-degree assault and is currently serving his sentence. In June John Delgenio was arrested for attempted murder. Delgenio learned that a young victim whom he had previously sexually assaulted wanted to disclose his deviant acts. As a result of this Delgenio attempted to murder his victim by shooting at him. Fortunately Delgenio was unsuccessful missing his young victim who fled into a wooded area seeking safety. Delgenio was subsequently convicted and sentenced.

The highlight of the year came when members of the division were working on several “cold cases” and came up with a lead in the Lucy Lemaire homicide, which occurred in 1989. A suspect in the case, Beltazar Sales Robelez, was located due to a finger print match from an arrest in Oklahoma in which the defendant was using an alias. Two of our Detectives flew to Texas where they located and arrested Beltazar Sales Robelez. A confession was obtained by our Detectives and Robelze was extradited back to Manchester. Robelze subsequently plead guilty to the murder and testified against his ex-girl friend Lucille Sanchez who hired Robelez to carry out the murder. Lucielle Sanchez was eventually found guilty at trial and sentenced to life in prison.

The division also acquired new technology to stay current on trends and changes in the investigative and forensics fields. We have also placed a strong emphasis on training to ensure that our Detectives increase their knowledge and skill levels. Our Detectives have attended in service training at the State academy, along with other specialized course work hosted by the International Association of Police Chief and other Federal law enforcement agencies. Topics were varied ranging from homicide and arson investigations to homeland defense initiatives including the detection of terrorist activities.



***“The Professional Standards Unit will continue to ensure the high standards that are required of the members of the Manchester Police Department.”***

*Captain Marc Lussier*

The Manchester Police Department continues to maintain professional standards to ensure agency integrity, efficiency, and the fair and impartial administration of law enforcement in the Manchester community. The Professional Standards Unit is responsible for meeting this challenge.

The Professional Standards Unit is responsible for the administration of personnel complaints and internal investigations in a prompt, thorough, and judicious fashion. Additional responsibilities include the maintenance of all records concerning complaints and investigations and ensuring strict confidentiality. The unit also reviews all positive and negative disciplinary matters, incidents involving the use of force, police-involved automobile accidents, police pursuits, employee evaluations, and probationary reports.

Upon completion of an investigation, the Chief of Police will provide a written or verbal notification to the complainant and employee concerning the results of an investigation. Final disposition of the case may be any of the following:

1. *Sustained*: The allegation is substantiated.
2. *Unfounded*: The allegation is false or not factual
3. *Exonerated*: The incident occurred, but the member/employee acted lawfully, properly and in accordance with procedure.
4. *Not Sustained*: The allegation is not substantiated. No sufficient evidence was uncovered to prove or disprove the allegation.
5. *Misconduct Not Based on Complaint (Sustained)*: Substantiated misconduct which was not based or alleged in the initial report.

### ***Complaint Procedures***

If any individual wishes to lodge a complaint against a department employee or a particular procedure, that person need only:

1. Notify any Police Supervisor
2. Notify the Officer in Charge
3. Notify the Professional Standards Unit
4. Notify the Chief of Police

Complaints made either in person, by telephone, by U.S. Mail, or e-mail will be accepted and investigated. Confidentiality is assured at all times. In the calendar year of 2002, there were three internal affairs investigations conducted. In two of the matters the charges were sustained, and in the third the Officer was exonerated.

The Professional Standards Unit will continue to ensure the high standards that are required of the members of the Manchester Police Department. The preservation of these standards will continue to enhance the positive relationship between the Manchester Police department and the community it serves.



***“I would like to thank all who have contributed assistance and information to our unit to make this another successful year.”***

*Sergeant Robert Moore*

SIU had a very successful past year. We again joined forces with the NH State Police, the NH Drug Task Force, HIDTA and the FBI to get the results listed below. Our investigations targeted all levels of dealers, from street level to top suppliers. Operation Streetsweeper was at the heart of these investigations. The following are some highlights from the past year:

- ◆ *over 100 individual arrested for felony drug charges*
- ◆ *23 search warrants executed*
- ◆ *Seizures to include:*
- ◆ *Approx. 14 kilos of cocaine*
- ◆ *26 ounces of crack*
- ◆ *over 1300 bags of heroin*
- ◆ *over 300 pounds of marijuana*
- ◆ *approx 500 various prescription pills*
- ◆ *over \$760,000 in US Currency*
- ◆ *12 firearms*

I would like to thank all who have contributed assistance and information to our unit to make this another successful year.



***“The Traffic Division underwent some significant changes this past year.”***

*Lieutenant Richard Valenti*

The Manchester Police Department Traffic Division is part of the Patrol Division and falls under the span of command of the Deputy Chief of Patrol. Members of the Traffic Division include: Supervisors Lieutenant Richard Valenti and Sergeant Shawn Fournier. Auto Theft Investigator Charles Piotrowski. Traffic Investigators: John Buchan, Jeffrey Kelley, Brian Blais and Paul Grugan. Motor Vehicle Enforcement Officer Robert Harrington. Divisional Secretary Barbara Fletcher. Parking Control Officers: Belinda Scarboro, Krystyna Donati, Paula Sawyer, Paula Kay Bourgeois and 40 School Crossing Guards.

The Traffic Division underwent some significant changes this past year. Lieutenant Lussier and Sergeant Kinney were promoted and left the division. Enforcement Officer Kevin Ainsworth and Ordinance Supervisor Barbara Dziura retired.

The Traffic Division is responsible for the investigation of serious motor vehicle crashes and fatalities, auto thefts, motor vehicle enforcement and education, coordination of security and flow for special events, parking control, school crossing guards, and a variety of road races, walkathons, parades and fireworks.

Working in unison with the Highway Enforcement Division, we continued to conduct inspections of all city taxis. During our surprise inspection we and found numerous deficiencies. 3 taxis were put out of service, 1 permanently and 7 Summons were issued for various inspection violations. The taxi owners worked with us and to their credit repaired all deficiencies and had the taxis back in service within a very short time.

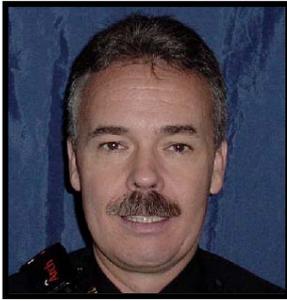
With funding from the New Hampshire Highway Safety Agency, we conducted several seat belt enforcement campaigns directed towards educating both children and their parents about the need for children to wear seatbelts. Working with the Highway Safety Agency, we also held our annual Seatbelt Challenge at Memorial High. At the statewide challenge, Memorial High placed sixth.

Our Parking Control Officers issued 65,806 parking citations for the calendar year. Ordinance Violations Bureau collected 1,332,427 dollars for the calendar year in parking fines. The department mobile PCO “Kay” Bourgeois addressed abandoned vehicles, parking issues throughout the city and the booting vehicles, which owe excessive parking fines.

Officer’s Jeffrey Kelley and Brian Blais this year successfully completed North American Standard Level 1- Federal Motor Carrier Safety; making them the only local New Hampshire Law enforcement officers nationally certified to conduct commercial vehicle inspections.

Officer Piotrowski’s hard work once again paid dividends; automobile theft was reduced from 271 down to 241 this year. Officer Piotrowski was able to charge 95 suspects with various motor vehicle offenses.

Motor vehicle enforcement continues throughout the city. This past calendar year our officers responded to 6, 474 accidents, initiated 22,288 motor vehicle stops, and issued 11, 788 summonses. Much of the Traffic Division’s efforts were directed toward school zones and residential neighborhoods. The Traffic Division, in concert with the New Hampshire State Police, continued to do motor vehicle enforcement throughout the summer months.



***“It is our mission to continue to provide the citizens of the City of Manchester with the best-trained and best-equipped officers available.”***

*Sergeant Steve Ranfos*

The Training Unit has seen a whirlwind of activity and change during this past year. The staff has remained extremely busy with the task of fulfilling mandatory training requirements for our sworn personnel and a variety of other in-service training for both sworn and civilian employees. Beyond fulfilling in-service training requirements the training unit is responsible for recruiting the best possible police and civilian candidates, administering the various phases of testing, identifying the best candidates and then conducting extensive background investigations. Once hired, these new employees participate in our own demanding training program. With the numerous personnel retirements during this fiscal year, the training unit has been under constant strain while attempting to fulfill our training requirements and maintain full staffing.

During the first half of the year, the Training Unit consisted of Sergeant Richard Reilly, Officer Ernie Goodno, Officer John Dussault and Officer Robert Cunha. Together as one cohesive unit, these officers were able to accomplish an enormous amount of work. Sergeant Reilly worked diligently on acquiring funding from the Domestic Preparedness program to begin outfitting our department with state of the art gas masks, bio hazard suits and protective gloves. Through his efforts, a bio hazard kit was assembled and placed into every police cruiser. Since that time, the Training Unit has secured funding from phase II of this grant. We have recently secured similar protective outfitting for all sworn employees. Officer Cunha and Goodno and Dussault remained busy identifying, hiring and training both sworn and civilian employees. Their level of expertise in this area is displayed daily by the high level of professionalism and commitment of these new employees now working within our agency.

The most significant task undertaken by the Training Unit was the firing range renovation project. Our internal firing range was over twenty years old and had been closed for the last several years due to disrepair. The administration recognized the importance of having a functioning, safe range and as such the Training Unit was tasked with developing an effective renovation plan and overseeing the actual work. Under the direction of Sergeant Reilly, Officer John Dussault spent countless hours, researching and developing a renovation plan. Officer Dussault monitored the six-month project until it was nearly complete. With the promotion of Officer Dussault to Sergeant, Officer Eve Eisenbise was assigned as range officer. Officer Eisenbise worked extremely hard to put the finishing touches on the new range, opening it just in time to begin firearms training for our most recent police recruits.

With the numerous retirements that took place during the year, there were many promotions. Congratulations to Sergeant Richard Reilly promoted to Lieutenant and assigned to the Juvenile Division. Congratulations to Officer's Ernie Goodno, Robert Cunha and John

Dussault who were all promoted to the rank of Sergeant and re-assigned to the Patrol Division.

These promotions brought reassignments to the Training Unit. In the latter half of the year, Sergeant Steve Ranfos took over as the Training Director, Officer Maureen Tessier as Recruitment Selection Officer, Officer Todd Biery as Training and Supply Officer and Officer Eve Eisenbise was most recently assigned as the Range/Training Officer. All of these officers came to the Division with a vast array of police experience. The transition of this new team has been both smooth and productive. In the first six months, we have hired two recruit classes and are now in the final process of putting on our third such class. We have also hired several dispatchers and filled other key civilian positions.

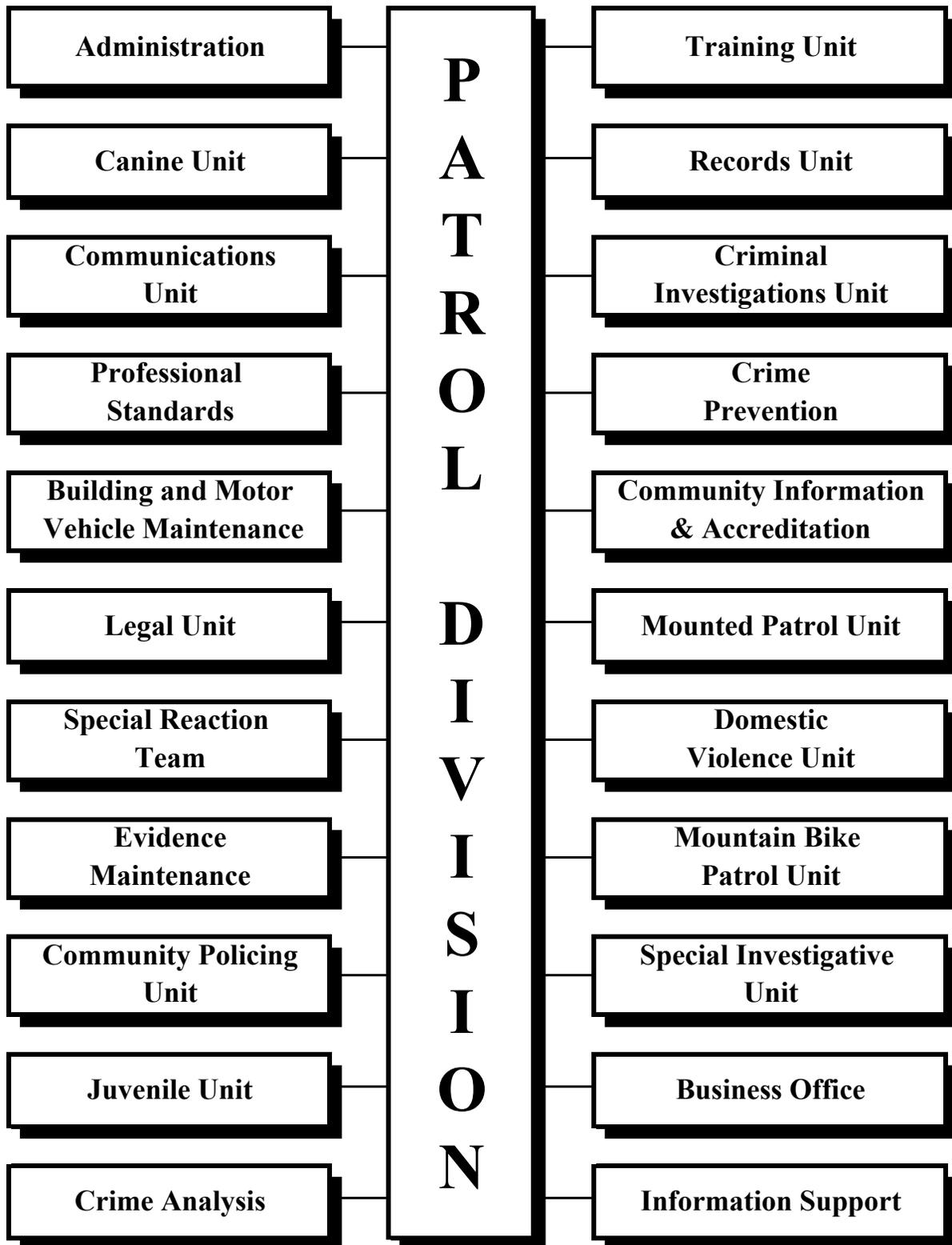
***“Working together with local, State and Federal agencies, the City of Manchester is ready to respond to any foreseeable emergency.”***

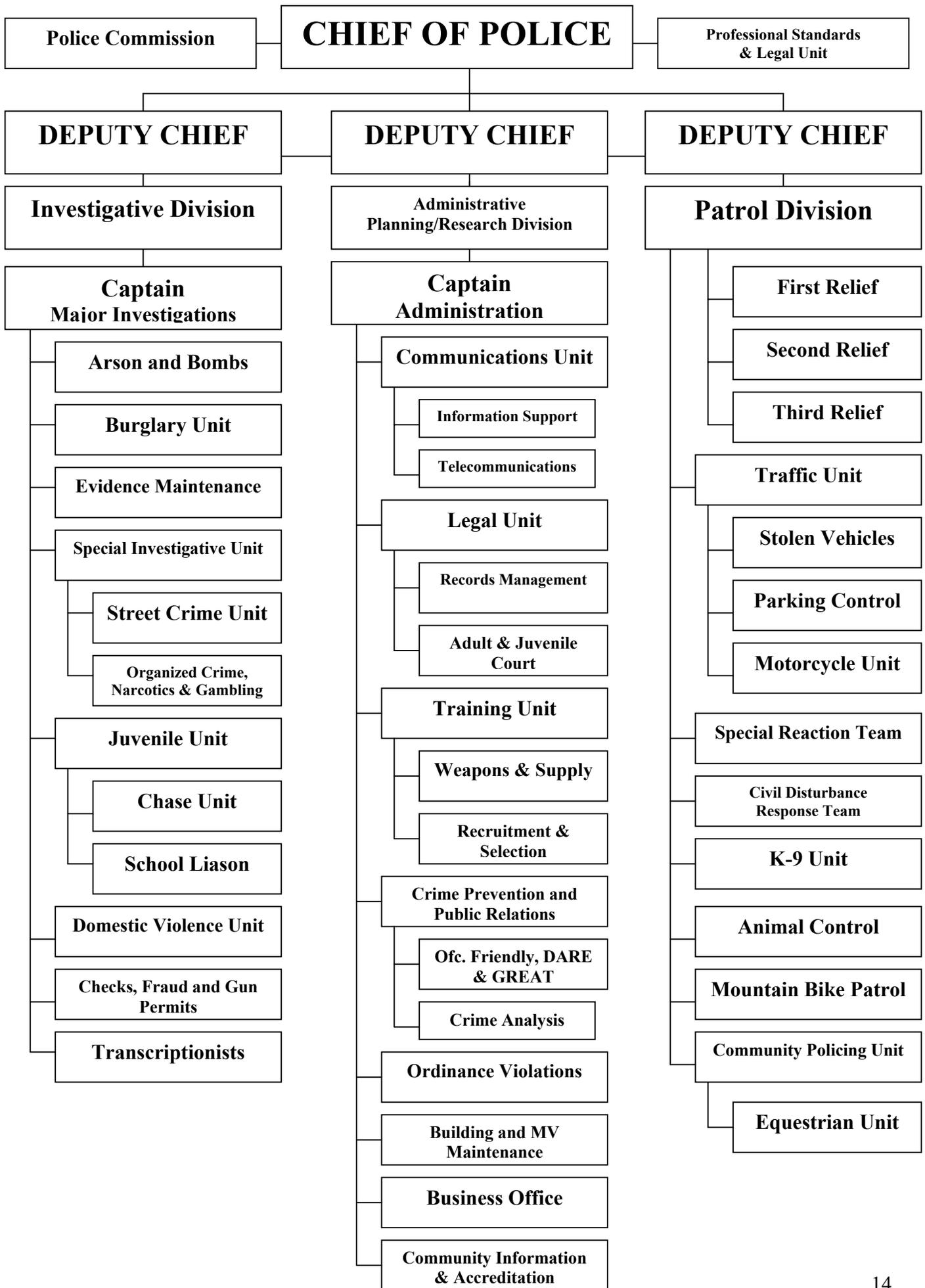
Use of force Training was completed for all sworn employees early on this year. This training included both lecture and hands on weapons retention, handcuffing and baton training. We were also able complete a qualification course for each weapon system for a large portion of our sworn personnel. With the help of the Attorney General's office, all sworn employees have attended a four-hour block of legal update training. This training was well received and unique in that officer's were posed with relevant scenarios and asked how they would respond based upon their understanding of current New Hampshire law. This format provided lively debate and help to drive home current legal concepts in a manner that the officers could relate to day to day work on the street.

Between the ongoing hiring process, mandatory and in-service training, members of the Training Unit have also remained responsible for receiving, reviewing and distributing intelligence concerning terrorists threats. Along the line of Terrorism and Home Land Security , personnel from the City Health Department, Manchester Fire Department and Police Department Training Unit have worked together to develop and implement a Small Pox and Sars outbreak response plan. This team has developed a comprehensive response plan as a component of the overall city Emergency Response Plan. Working together with local, State and Federal agencies, the City of Manchester is ready to respond to any foreseeable emergency.

The training staff remains motivated to face all new challenges as they unfold throughout the year. We will continue to tailor our needs to those of the members of our department and the City of Manchester. It is our mission to continue to provide the citizens of the City of Manchester with the best-trained and best-equipped officers available.

# Manchester Police Department Operational Chart







***“The officers and their canine partners work as a team to provide a variety of services to their fellow officers and the community of Manchester.”***

*Sergeant Ernie Goodno*

The Manchester Police Canine Unit is best described as professional, dedicated and hard working. The officers and their canine partners work as a team to provide a variety of services to their fellow officers and the community of Manchester. I, with the assistance Sgt. John Dussault have become the administrative and training supervisors for the unit. We are excited to be part of such an excellent unit and we know that the success of our unit will continue due to the professionalism, dedication and work ethics of the canine teams that solidify our unit as a whole.

The unit is up to full compliment with the new additions of Officer Robbie Leathers and his K-9 partner Arri and Officer Chris Biron and his K-9 partner Anika. Both officers and K-9s attended and graduated from the Boston Police Canine Academy in December of 2002. Since their graduation these two teams have made an immediate impact on our community by effecting several arrest and assisting with the recovery of evidence in a variety of cases. We are excited to welcome our two new K-9 teams.

The unit continues to train at a vigorous and professional level. Training is conducted on a variety of situations so that we are prepared for the most basic to the more bizarre scenarios we may encounter. The entire unit adheres to the standards set forth by the United States Police Canine Association (U.S.P.C.A.) for Police Dog #1 (patrol work) and Police Dog #2 (tracking) Certifications. The U.S.P.C.A. held the Region #4 K-9 Field Trials in Auburn MA. Once again the K-9 teams from the Manchester, NH Police Department put on an impressive display during the weekend competitions. There were 30 K-9 teams competing this year and our very own, Officer Jean Roers and K-9 Mack placed 2<sup>nd</sup> overall for the entire competition. For the second year in a row the Manchester Police K-9 Unit won 1<sup>st</sup> place in the team competition which consisted of Officer Joe Ryan - K-9 Argo, Officer Chris Goodnow - K-9 Wicco, Officer Nicole Bujnowski – K-9 Fritz and Officer Eric Knight -K-9 Brogan. Congratulations to all for a job well done. The officers of our canine unit are hard at work in an attempt to bring the U.S.P.C.A. Region #4 Field Trials to Manchester in June 2004.

The Manchester Police Canine Unit is committed to develop and train on a level that will ensure our continued success for the detection of narcotics, apprehension of criminals and recovery of evidence and much more in order to keep Manchester a safe community.



***“The Communications Division of the Manchester Police Department is committed to providing the citizens of Manchester and the employees of the Manchester Police Department with professional and quality services.”***

*Rachael J. Page*  
*Communications Manager*

The Communications Division is made up of 3 sections: Emergency Services Dispatch, Information Support and the Holding Facility. Combined, the Communications Division is comprised of 5 Dispatch Supervisors, 15 Dispatchers, 5 Police Services Specialists and 2 Information Support Personnel. These fine men and women are truly the lifeline between the general public and the officers they serve.

As the need for police services increases, the workload for the Communications Division increases as well. Over the past three years, an average of 97,480 calls were handled by dispatch personnel to include both routine and 911 emergency calls. Our Police Services Specialists, who maintain order at the front counter, took over 2,500 reports during the year 2002.

Computer Support Specialists, Hugh Mallett and Lisa Gerber, do an exceptional job keeping our computer, phone and security systems up and running. They have continued to keep our equipment in working order while keeping up with new technology demands. Full implementation of our Mobile Data Terminals in all our vehicles have allowed our officers the tools they need to do their job in the most efficient way possible. Future implementation of Automatic Vehicle Location and Mapping systems will further their ability to have pertinent information at their fingertips.

The Communications Division of the Manchester Police Department is committed to providing the citizens of Manchester and the employees of the Manchester Police Department with professional and quality services.



***“Creating partnerships - this aptly defines the primary goal of the Community Police Division.”***

*Sergeant William Cavanaugh*

Creating partnerships -this aptly defines the primary goal of the Community Police Division. Efforts are made daily to establish partnerships with various city agencies, local businesses and most importantly the individual citizens of Manchester, New Hampshire.

Through partnership a support system is created. This support system aids the Manchester Police Department in reducing criminal activity. This reduction in crime causes the quality of life to improve, for residents and visitors alike. For this reason the Community Police Division strives to establish partnerships with Manchester's citizenry. A partnership with youth has been achieved by means of the Police Athletic League (P.A.L.). The program affords young people the opportunity to participate in various sports and activities. These wholesome pastimes will nurture positive values in the participants and reduce the risk of their becoming involved in criminal activity.

A strong partnership exists between the Community Police Division and Manchester's senior population. The Senior Service Officer serves as their advocate. This officer diligently investigates all crimes that effect the elderly and as such has become their champion. The officer participates in pleasurable events with them such as weekly senior walks, home visits, luncheons and tours. The Senior Service Officer has earned the respect, trust and friendship of Manchester's senior citizens.

The Manchester Police Department, through its Community Police Division, has partnered with the city's housing developments. Community Police Officers have been assigned to various Manchester Housing Authority (M.H.A.) sites. These officers interact and communicate with residents and Manchester Housing Authority representatives to ensure that the needs of these neighborhoods are met.

Federal Weed & Seed grants have enabled other Community Police Officers to foffil partnerships with the general population of Manchester. These partnerships, referred to as Neighborhood Watch Groups, have fostered communication between officers and the citizens they serve. This communication has enlightened the officers to the concerns of the neighborhoods they patrol, enabling them to direct their efforts more effectively. The Mounted Patrol Unit partners with the community at large. Aside from providing security for various parks and neighborhoods they also serve as the department's ambassadors of good will.

The Manchester Police Department's Community Police Division will continue to establish meaningful partnerships within the community to ensure an exceptional quality of life for visitors to and residents of Manchester, New Hampshire.



***“The three technicians once again this year, did a fabulous job keeping the fleet safe and road worthy.”***

*Richard Ranfos  
Fleet Supervisor*

The garage had a very busy year, with most of the fleet having over 100,000 miles on them. During the course of the year, we changed three engines and numerous transmissions. On any given day, there were between 1-5 vehicles that were out of service and needed repairs. The garage personnel work extremely hard 16 hours a day to keep our fleet up and running.

This year, we equipped the remaining vehicles in the fleet with Tomar strobe lights therefore eliminating the old style halogen rotator light bars. We purchased three new police package Chevrolet Impalas for the school resource officers to utilize. The two Hyundais that were in use were eliminated from the fleet. Also purchased was a 2003 Chevrolet Tahoe for the supervisors to use. This vehicle is equipped with state-of-the-art LED lights on the fenders, dash board and rear doors and a truck vault storage box was installed in the rear compartment. This vehicles main purpose is to respond to crime scenes.

The three technicians once again this year, did a fabulous job keeping the fleet safe and road worthy. The long hours they put in daily really pays off. I am fortunate to have such a dependable, reliable and knowledgeable crew working for me making the job we do easier.



***“Every year we strive to present the best quality programs with the latest information...”***

*Sergeant Lloyd Doughty*

Another year has past for us in the Crime Prevention Unit and while many changes have taken place, I am pleased to report that all of our valuable services continued and that every request for these services was met. While at times the demands seemed overwhelming, we were able to meet all requests because of the continued support of our colleagues in the Community Policing Unit. As a result the valuable Crime Prevention message continued to be heard in the community we serve.

As in previous years, we have continued our positive working relationship with the news media. Having the position of a Community Information Officer has allowed for us to not only keep the public informed as to what we do but it has also allowed us to relay important Crime Prevention matters to the public in a timely fashion. To his credit, Sergeant Shawn Fournier continued the tradition of outstanding working relationships with the media. Recently, Sergeant Mark Fowke has assumed the duties as Community Information Officer. It is his intention to continue the relationships that have been established so that we may continue to have an informed and educated public in all matters, including those relating to Crime Prevention.

Our School Programs, Officer Friendly, D.A.R.E. and G.R.E.A.T. continue to be a primary objective for the Crime Prevention Unit. Manchester’s Public and Parochial schools have been receiving these programs for quite some time and they, the programs, continue to be warmly received. We have seen Officer Friendly and D.A.R.E. expand to the Mount Saint Mary’s school this year. This was done as a result of that school adding the grades served by these programs to their school. I am pleased to report that these additional classes were added with no interruption to programs already in place. This is a credit to the Officers that conduct these programs, Officers Rick Gilman, Terry McKenzie and Paul Rondeau, joined by School Resource Officers Kim (Goodrich) Barbee, Tim Craig, Rick Nanan and Lori Tremblay.

Another Crime Prevention Program that continues to grow and flourish is the Police Athletic League. While progress on the PAL Center has been slow, the programs have continued and are growing. Our largest program, PAL Thundersticks Lacrosse, has become something that the PAL Board and this agency should be extremely proud of. Far in advance of the Lacrosse season the phones were ringing off the hook with young people looking to become a part of this program. To his credit, Tim Brown and his dedicated staff of volunteers did everything they could to accommodate every young person that asked to be a part of this program. Other programs that continued were ice hockey, football, and cheerleading to name a few. Our two major Hockey events, The PAL Stovepipe Tournament and the Miller Cup were also well received. There is so much to talk about with PAL but I will conclude with this bit of thanks. For years C.B.

***“This upcoming year will present new challenges and it is our duty to continue as we have in the past.”***

Sullivan, working with former Hockey great Rick Middleton, has sponsored an annual Golf Tournament to benefit PAL. If not for them and their dedicated staffs hard work, PAL would not be able to do the valuable work it does. We therefore wish to acknowledge C.B., Rick and all their staffs hard work on behalf of the Manchester Police Athletic League. We can only hope that this event continues so that we may continue our valuable programs that benefit the youth of Manchester.

The Unit continues to provide other essential services for the Community. Residential, and Business Security Surveys continue to be requested and it is our hope that all who partake of the service make the recommended changes to insure their safety. The Women’s Safety Clinic sponsored by the Union Leader and Sunday News has also continued and led to smaller versions of the event at luncheon meetings and safety committee meetings at various businesses and social organizations. I am pleased to report that a new Child ID program has been instituted. Last year the Queen City Kiwanis Club dissolved and left us with a large void to fill. Research was conducted and new program, sponsored by Dartmouth Hitchcock Manchester, was instituted. The result is a program where not only are fingerprints obtained but participants in the program can also take a DNA sample and this is stored in the kit. The response has been overwhelming and thanks go out to the folks at Dartmouth Hitchcock who upon being told of the void, worked with us to provide this program. We also made our annual appearance at the New Hampshire Home Show and as in past years the response was extremely positive. Neighborhood Watch groups continue to flourish and it is our hope that this program will continue to grow as it has in the past. As one can plainly see, we continue to make security and safety another primary function of the Unit.

The longstanding Manchester Crimeline program continues its valuable work assisting this agency with yet another avenue to lessen criminal activity in our City. This is evident by the following statistics. Since its inception Manchester Crimeline has made 882 rewards paying out \$165,900. 2,727 cases have been solved resulting in \$1,498,730 worth of property recovered, \$4,541,277 worth of drugs seized and \$414,194 in cash recovered. Obviously these are impressive figures which prove that Manchester Crimeline is doing everything it can to assist us in making Manchester the safe community we enjoy.

Obviously, from this brief overview of last year’s activities, one can plainly see that we are a busy Unit. Every year we strive to present the best quality programs with the latest information to insure that our citizens are the best informed when it comes to Crime Prevention. This being said we also recognize that our job is far from over. This upcoming year will present new challenges and it is our duty to continue as we have in the past. Our citizenry has come to expect this from us and we will rise to this challenge thus making Manchester a safe place in which to visit, work and most importantly, reside.



***“The promotion of good citizenship and high moral standards within our schools will inevitably serve to make Manchester a safe and enjoyable community in which to live.”***

*Lieutenant Richard Reilly*

Fiscal year 2002-2003 has been a season of change for the Juvenile Unit. I was fortunate to have been assigned as the Juvenile Unit Lieutenant in April of 2003 following the retirement of Lt. Paula Glennon who led the Unit since January 2001. We also enjoyed the promotion of Lt. Kevin Kelly who now serves in the Patrol Division. Former child abuse investigator Kristen Taylor has taken on the challenging role of Juvenile Court Prosecutor and Kevin Covey has been welcomed to the team to assume school resource officer duties at West HS. Detective Delorey has also assumed other responsibilities in the Investigative Division. Recently promoted Sgt. Scott Legasse closed out the fiscal year as the Unit’s Sergeant and trainer for the new prosecutors. The unit extends best wishes and congratulations to Lt. Kelly, Sgt. Legasse and Detectives Taylor and Delorey as they begin their new assignments.

The Juvenile Unit is a unique group of dedicated individuals involved in a variety of tasks. The most notable programs include the Child Abuse and Sexual Exploitation Unit (CHASE) and the School Resource Officer program. Other tasks include the Manchester Police Athletic League (PAL), DARE Instruction, and various Weed and Seed initiatives. Many of our detectives also serve on either the Civil Disturbance or Special Reaction teams. Additionally, we represent the Manchester Police Department on various community programs that include; Makin’ it Happen, Health Manchester Leadership Council, and the Mayor’s Task Force on Alcohol and Drug Abuse.

Maintaining open and favorable communications with a host of juvenile service providers in the Manchester community continues to provide a solid foundation from which we are able to provide quality service. These agencies include the Manchester School Department, Office of Youth Services, Manchester Mental Health, Department of Health and Human Services Juvenile Justice Services Division, and the United States Attorney’s Office.

The Juvenile Unit has had several notable cases throughout the year. One of national interest resulted in the conviction of Father Francis Talbot on a host of child abuse related offenses. Many of our detectives in the Juvenile Unit contributed to a focused effort leading to the arrests of Uno Kim, Christopher Beltran, and Richard Badeau on charges related to two separate double homicides.

Our School Resource Officer Program has had a favorable impact on our City schools. They are Detectives Fuller, Morris, Covey, Barbee, Tremblay, Nanan, and Craig. Because of their effort and physical presence in the schools, the schools suffered little, if any, disruption as a result of criminal or delinquent activity. The favorable impact of the

SRO program often extends beyond the schools. Information provided to these detectives by students have led to several notable drug and weapons possession arrests in the community.

The Child Abuse and Sexual Exploitation Unit consisted of Detectives Biron, Flanagan, and Taylor. Det. Rousseau was assigned to the unit to replace Det. Taylor after she assumed her new role as Juvenile Court Prosecutor. These committed individuals investigated 349 cases that consisted of either the sexual or physical abuse of children or cases of child neglect throughout this reporting season. In addition to the aforementioned Talbot case, another notable investigation includes the case of Gary Foster who was successfully prosecuted in US District Court on multiple counts of child pornography related charges.

Additionally, detectives predominantly assigned to delinquent cases contributed to the effort to certify six delinquent juveniles as adults. The certification process is reserved for those juveniles who are the greatest threat to the Manchester community and are not likely to become rehabilitated in the present juvenile justice system. Several of these certification cases involve charges ranging from First-Degree Assault, Burglary, Robbery, to weapon and “home invasion” related acts.

***“Maintaining open and favorable communications with a host of juvenile service providers in the Manchester community continues to provide a solid foundation from which we are able to provide quality service.”***

Detectives Rousseau, Riel, and Delorey stepped up to investigate these cases and others that occurred outside the school system and within our communities. These cases frequently concerned major crimes such as burglaries, felonious level assaults, and domestic assaults. Other cases involve costly nuisance type offenses such as theft, graffiti, and other vandalism related acts.

The Juvenile Unit faces new challenges in the present fiscal year. In addition to the aggressive pursuit of those who choose to abuse children, the members of this Unit have assumed the responsibility to register and monitor sex offenders in the community. The graffiti problem continues to thrive in our community. We will continue to focus significant energy to combat this problem and explore innovative methods to apprehend offenders. The completion of the PAL Building and sustaining Weed and Seed initiatives remain paramount administrative goals in the Juvenile Unit.

Our final and most prevalent challenge remains with school safety and ultimately eliminating violence in our schools. The combined effort of our School Resource Officers, the Manchester Police Athletic League, and Weed and Seed initiatives will succeed in meeting this challenge throughout the school year. The promotion of good citizenship and high moral standards within our schools will inevitably serve to make Manchester a safe and enjoyable community in which to live.



***“...the Records Division handles a wide spectrum of duties and every clerk does their best to serve the public and assist their fellow employees at the MPD.”***

*Donna Beauparlant  
Records Supervisor*

This past year brought about changes in the work assignments that are performed by everyone in the Records Division. Through both room design and job task we are split up into two groups. The primary task of the clerks at the front section of the room is customer service at the Records window and the primary task of the clerks at the back of the room is maintaining the casework for District Court.

Each clerk in addition to this primary function has specific duties and many of these have become more streamlined due to the onset of on-line booking and the Officer's reports that are being entered into CPLIMS through either the in-house computers or on mobile data terminals.

When obtaining notes for the Probation Department or for a customer's request, it is often quicker to print out a clear copy from the computer than it would be to pull a case from the file, make a copy and then re-file it. The case notes in the computer are also useful when searching for a specific incident or looking up a detail in a case. Data entry on the white notes now mostly consists of verification of the facts, a checking and correcting procedure with the names of suspects and victims.

On-line booking has improved our arrest entry information as they appear instantaneously. When the paperwork comes to Records it is then our job to correct the charges entered or the spelling of names in the computer, if necessary, and enter the court information.

Some things never change and we still have complaints to write, summonses to enter, phones to answer, mail to attend to, bookkeeping, felony and appeal cases, trials to prepare, subpoenas to issue and record, criminal jackets to maintain and the ever present, never ending filing.

We are definitely in the year of the domestic violence revolution. This is apparent to us everyday with the amount of arrests that are domestic related, the number of bail revocation hearings that we prepare, the requests for notes from the many victims. We are also tasked with the tedious work of maintaining accurate bail conditions on the comment screen and, of course, the ever increasing number of protective orders that we enter into the computer, send out for service and maintain in the warrant file. These cases have become a burden of responsibility for everyone in Records.

When all is said and done, the Records Division handles a wide spectrum of duties and every clerk does their best to serve the public, work with the courts and prosecutor personnel and assist their fellow employees at the MPD.



***“We look forward to the new challenges we will face this upcoming year.”***

*David Dydo  
Animal Control Officer*

The animal control unit has enjoyed another productive and safe year. We continue the level of service to the community by providing a resource for all animal related complaints. Animal Control Officer Dennis Walsh attended the Animal Control Academy held at UNH. This was a week-long school and taught the latest methods, smf techniques and shows off the latest equipment available for animal control.

Enforcement and education is still our main focus. We continue to issue Forfeiture Notices and summonses for unlicensed dogs. The City of Manchester has approximately 10,000 dogs licensed in the City of Manchester. We are hoping to visit more schools this year. We enjoy teaching animal care and safety. We love to show our snakes, turtles, birds and iguanas to the kids.

The City of Manchester has a steady population of nuisance wildlife within its boundaries. This year, we have darted and removed the usual number of moose and deer and continued to battle the daily complaint of nuisance skunks. As always, we encourage the public to patrol their yards and assist in the effort to discourage skunks from taking up residences. The West Nile Virus continues to be a concern as well as rabies. We encourage people to avoid all sick and diseased animals wild or domestic.

Our thanks go out to the responsible pet owners who make our job much easier. We look forward to the new challenges we will face this upcoming year.



*“The unit itself has seen some very positive changes over the past year.”*

*Sergeant Peter Bartlett*

The Manchester Police Domestic Violence Unit has been serving victims of family violence since 1994. The Unit was started with a federal grant that allowed one police sergeant, one detective and one Americorps advocate to help victims of abuse find better options available to them, while holding their abusers accountable. The Manchester Police Department’s Domestic Violence Unit has grown over the years and now has a total of ten dedicated individuals working for victim safety within the unit. Additionally, the unit is now part of a multi-agency collaboration to combat violence in the home. This coordinated community effort includes the Manchester YWCA Crisis Service; The Hillsborough County Attorney’s Office and The New Hampshire Department of Corrections Office of Probation and Parole. This unit, the only one of its kind in the state, maintains its success by working closely with the Departments Patrol Division. The patrol officers, often the first responders in these cases, are a crucial part of these violent cases.

The unit itself has seen some very positive changes over the past year. With the help of some federal and state funding, the Police Department was able to hire an additional Victim/Child Advocate. Also, The unit’s Domestic Assault Response Team ( DART ) was expanded from two to three officers. Officers’ Brian Cosio, Steve Mangone and Mark Beadrey make up the DART Team. The additional officer has enabled the DART team to operate seven days a week. The Unit Detective, Steve Olson, has been extremely busy with follow up cases. The Unit itself handles an average of two thousand cases annually. Detective Brian Leveille joined the unit in May of 2003. This position was also made possible from federal funds. Detective Leveille is assigned to follow up on Domestic Criminal cases along with Detective Olson. Detective Olson works days and Detective Leveille works noon to eight. This work schedule, along with the DART team coverage from six o’clock in the evening to two in the morning, makes the unit more accessible to victims in crisis.

Members of the DART team, Detective Leveille and the Manchester Police Department’s prosecutor, Ron Mello, all attended a basic seminar on Domestic Violence. The National Institute of Crime Prevention put on the training in Las Vegas Nevada. The training program covered such topics as Dynamics of Domestic Violence, Typologies of Abusers, Primary Aggressor, Stalking, Strangulation and the effects of Domestic Violence on Children. These training programs are imperative to the ever-changing trends in responding to these cases.

The community outreach program continues to be an essential part of the unit’s success. The Union Leader Woman’s Safety Clinic, New Hampshire Police Cadet Academy, The United States Department of Veterans Affairs and the Manchester International Institute are some of the area groups that have taken part in out outreach program. The Unit also assisted the YWCA Crisis Service with the premiere of the movie “Wrestling With Manhood: Boys, Bullying and Battering”, which discussed the relation between Domestic Violence and Sexual Assault influenced by the professional wrestling industry.

The Unit hopes to be awarded significant funding from the Department of Justice Programs Violence Against Womans Office for 2004/2005. This federal funding will allow the Unit to maintain the level of excellence in offender accountability and victim safety.

In closing, the Domestic Violence Unit would like to say thanks to all who are committed to victim safety. This project has been a success due to the level of professionals who have committed themselves to this cause. The Community approach to stopping violence in the home has proven to be very successful in Manchester and the more victims of violence realize there are viable options for them, the safer community Manchester becomes.

## *Ordinance Violations*

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From July 1, 2002, through June 30, 2003, a total of 66,757 citations were issued within the City of Manchester. Departments issuing citations are the Building Dept, Fire Dept, Health Dept, Highway Dept, and the Police Dept. The total revenue for the year was \$1,000,670.17.

### TOTAL REVENUE

<b>Parking Violation</b>	<i>\$929,918.17</i>
<b>Building Violations</b>	<i>\$18,225.00</i>
<b>Health Violations</b>	<i>\$800.00</i>
<b>Highway Violations</b>	<i>\$400.00</i>
<b>Fire Violations</b>	<i>\$250.00</i>
<b>Ordinance Violations</b>	<i>\$7,705.00</i>
<b>Boot Fees</b>	<i>\$8030.00</i>
<b>Bad Check Fees</b>	<i>\$1440.00</i>
<b>Court Parking Fines</b>	<i>\$9042.00</i>
<b>Other Court Fines</b>	<i>\$25,260.00</i>
<b>Total Revenue</b>	<i>\$1,000,670.17</i>



***“...I am proud of my staff and thankful for their dedication and commitment to the goals and objectives of this organization.”***

*Steve Hoeft*

The Manchester Police Department’s Business Office is responsible for coordinating the financial and personnel transactions, including budget preparation, monitoring and purchasing contracted services, payroll processing, grants and reimbursements. As the Business Service Officer I am proud of my staff and thankful for their dedication and commitment to the goals and objectives of this organization. The Business Office is comprised of the following dedicated personnel:

- Dolores LeBlanc is responsible for all accounts payable and fixed assets.
- Lorraine Martel manages the extra details for officers and process Workers’ Compensation claims.
- Colleen Driscoll manages the entire payroll and benefits function for the Department.
- Dawna Rooks is our Financial Analyst I whose job is to keep the Department’s finances in order.
- Steve Hoeft, Business Services Officer, prepares and manages the budget and oversees the operations of the Business Office.

We continue to move forward in implementing new ways to save time and money and make the jobs of officers, supervisors, and support staff easier. We are always open to suggestions and welcome comments as to how the Business Office staff is meeting the needs of the Department.

## COMPARISON OF EXPENDITURE REVENUE BUDGETS FOR FY 2002/2003

Account Name	FY2002	FY2003	Account Name	FY2002	FY2003
Regular Salaries & Wages	\$12,323,592	\$12,721,891	Equipment- Other	\$11,700	\$0
Temporary Salaries	\$0	\$0	Bike Patrol	\$3,500	\$5,000
Overtime Salaries	\$886,947	\$766,413	Furniture & Fixtures	\$2,000	\$3,000
Special Salaries	\$63,589	\$73,808	<b>Total Capital Outlays</b>	<b>\$17,200</b>	<b>\$8,000</b>
Pension Payroll	\$119,139	\$0	Dues/Fees	\$3,600	\$3,800
<b>Total Salaries &amp; Wages</b>	<b>\$13,393,267</b>	<b>\$13,562,112</b>	Provisions	\$2,400	\$1,500
Health Insurance	\$1,705,098	\$2,123,429	Medical Supplies	\$3,000	\$1,500
Dental Insurance	\$161,036	\$179,120	Miscellaneous	\$0	\$0
Life Insurance	\$21,229	\$20,653	K-9	\$20,000	\$18,500
Workers Compensation	\$300,441	\$321,901	<b>Total Miscellaneous</b>	<b>\$29,000</b>	<b>\$25,300</b>
Disability Insurance	\$0	\$21,571	<b>Total For Agency</b>	<b>\$17,616,331</b>	<b>\$18,241,240</b>
Police State Retirement	\$632,083	\$536,004	<b>Restricted</b>	<b>\$3,203,849</b>	<b>\$3,638,063</b>
City Contributory System	\$0	\$0	<b>Net Dept. Appropriation</b>	<b>\$14,412,482</b>	<b>\$14,603,177</b>
FICA	\$327,341	\$375,933			
Staff Development	\$10,000	\$10,000			
Uniform Allowance	\$100,000	\$100,000			
<b>Total Employee Benefits</b>	<b>\$3,257,228</b>	<b>\$3,688,611</b>			
Other Services	\$5,000	\$8,000			
<b>Total Purchased Prof Svcs</b>	<b>\$5,000</b>	<b>\$8,000</b>			
Servive Agreements	\$60,000	\$58,500			
Hazardous Waste	\$0	\$0			
Laundry Services	\$30,000	\$41,800			
Maintenance & Repairs	\$10,000	\$15,000			
Vehicle Repairs/Parts	\$83,000	\$95,000			
Contracts	\$500	\$500			
Rental-Building	\$3,600	\$3,600			
Leases- All	\$20,000	\$27,000			
Staff Certification Compliance	\$0	\$0			
<b>Total Purchased Prop Svcs</b>	<b>\$207,100</b>	<b>\$241,400</b>			
Insurance-CGL	\$56,621	\$59,452			
Telephone	\$42,000	\$51,800			
Postage	\$18,000	\$16,000			
Radio	\$0	\$0			
Teletype	\$7,200	\$3,600			
Advertising	\$3,500	\$3,000			
Printing, Publishing & Binding	\$20,000	\$25,000			
Travel, Conferences & Meetings	\$5,000	\$4,000			
Duplicating Services	\$1,200	\$2,000			
<b>Other Purchased Services</b>	<b>\$153,521</b>	<b>\$164,852</b>			
Film & Processing	\$18,000	\$16,000			
General Supplies	\$41,000	\$64,000			
Ammunition	\$18,000	\$18,000			
Microfilm & Films	\$15,000	\$10,000			
Gas, Oil & Diesel Fuel	\$130,000	\$123,000			
Tires & Batteries	\$16,000	\$16,000			
Minor Apparatus & Tool	\$3,000	\$4,000			
Custodial Supplies	\$27,000	\$23,000			
Fire Extinguishers	\$2,100	\$2,000			
Court Cases- Meals	\$750	\$500			
Books	\$2,500	\$2,700			
Periodicals	\$700	\$850			
Natural Gas	\$59,000	\$54,000			
Electricity	\$150,000	\$135,000			
Freight	\$1,800	\$5,000			
Construction Materials	\$500	\$250			
Special Projects	\$68,665	\$68,665			
<b>Total Supplies &amp; Materials</b>	<b>\$554,015</b>	<b>\$542,965</b>			

### Revenues

Account Name	FY2002	FY2003
School Chargebacks	\$450,187	\$491,786
Bounced Check Fees	\$800	\$1,500
Copy Acc/Invest Reports	\$48,000	\$50,000
Records Checks	\$2,320	\$0
Fingerprints	\$6,000	\$8,500
Photograph Sales	\$2,500	\$5,000
Auction	\$10,000	\$15,000
Extra Details- Admin Fee	\$75,000	\$75,000
Investigative Reports	\$6,200	\$8,000
Bicycle Fees	\$100	\$100
Booting Fees	\$5,940	\$6,000
Witness Fees	\$100,000	\$100,000
Revolver Permits	\$4,000	\$4,000
Game of Chance	\$100	\$100
Towing License	\$12,000	\$18,000
Violation First Offense	\$19,000	\$12,000
District Court Fines	\$25,000	\$30,000
Parking Fines Courts	\$4,200	\$7,000
Cruiser Rental	\$5,000	\$4,000
Parking Tickets	\$1,211,686	\$1,025,220
Employee Benefits	\$13,164	\$0
Prior Year Restitution	\$8,000	\$4,000
Reimbursed O/T Salaries	\$33,133	\$36,606
Extra Detail Revolving Fund	\$0	\$0
Miscellaneous	\$350	\$350
	<b>\$2,042,680</b>	<b>\$1,902,162</b>

**Steven L. Hoeft**

Business Service Officer

***Retired police officers and civilian employees who dedicated  
their lives to serve the citizens of Manchester***

James Ahern  
Kevin Ainsworth  
Donald Albert  
Philip Alexakos  
Larry Argo  
Savino Auciello  
Robert Benard  
Roland Boucher  
David Bourget  
William Bovaird  
Paul Brodeur  
Kenneth Brown  
Joseph Byron  
Ann Caikauskas  
Richard Calo  
Richard Campbell  
Jeanne Cavanaugh  
Donald Cloutier  
Joseph Cloutier  
Calvin Colby  
Eugene Cook  
Roger Corriveau  
Armel Couture  
Louis Craig  
Robert Croteau  
John Crotty Sr.  
Jeffrey Czarnec  
Rita Demers  
Eugene Denton  
Gerald Dionne  
Philip Doherty  
Amar Doudi  
Mark Driscoll  
Richard Dubois  
Robert Duffey  
Susan Duffey  
Ann Dufresne  
Joseph Duquette  
Barbara Dziura  
Stanley Dziura  
Sandra Egan  
William Egan  
Leonard Englehardt  
Peter Favreau  
Earl Felch, Jr.  
Joseph Ferry, Jr.  
Brian Fielding  
Mark Fielding

Edmund Finn  
Armand Forest  
Paul (Glennon) Fox  
Anthony Fowler  
Richard Gaulin  
Dennis Glennon  
Donald Glennon  
Pauline Gilmour  
Daniel Goonan  
Charles Gosselin  
Ellen Goupil  
Roger Goupil  
Kay Greenough  
Normand Guillemette  
Mark Hewitt  
James Hines  
Curtiss Hoberg  
Charles Holmes  
Christine Houghton  
James Houghton  
Kathleen Houle  
Cecil Jordan  
Clark Karolian  
William Kearney  
Edward Kelley  
Joseph King  
Thomas King  
Archie Landry  
Harold Lafond  
Anita Lavigne  
Gerald Lavigne  
Glenn Leach  
Leo LeBlanc  
Edmund LeBouef  
Anthony Lepore  
James Lessard  
Norman Levesque  
Arthur Lund  
William Luther  
Thomas Lynch  
Andre Marcoux  
Yves Marquis  
Joseph Martel  
Paul McQuiston  
Robert Millette  
George Miville  
Martin Moran  
Fernand Morin

Robert Mulroy  
John D. Murphy  
Daniel O'Neil Jr.  
Bruce Ostrander  
Paul O'Rourke  
Edward Paquette  
Anna Parker  
Jeffrey Perschau  
Ronald Piecuch  
George Pigeon  
Michael Pischetola  
Alexander Poulicakos  
Roger Provost  
David Puchacz  
Charles Queen  
Robert Remillard  
Antonio Ricard  
Wayne Richards  
Ronald Robidas  
Maurice Robidoux  
Ernest St.Cyr  
Dale Robinson  
Anthony Savage  
Walter Schuff, Jr.  
David Shaw  
Michael Sosnowski  
Charles Soucy  
Paul Soucy  
Thomas Steinmetz  
James Stewart  
Robert Stewart  
Donald Strub  
Edward Szelog  
Donald Tanguay  
Gerald Tanguay  
Michael Tessier  
Gary Tibbetts  
Roger Tousignant  
Guy Tremblay  
Gilbert Vaal  
Donald Vandal  
William VanMullen  
Roland Vigneault  
William Wagner, Jr.  
Peter Waligura  
Michael Welsh  
Yvette Weymans